

HEALTH & WELFARE

C. L. "BUTCH" OTTER – Governor RICHARD M, ARMSTRONG – Director DEBRA RANSOM, R.N.,R.H.I.T., Chief BUREAU OF FACILITY STANDARDS 3232 Elder Street P.O. Box 83720 Boise, ID 83720-0036 PHONE 208-334-6626 FAX 208-364-1888

May 14, 2008

Michael Long Treasure Valley Hospital 8800 West Emerald Street Boise, Idaho 83704

Provider #130063

Dear Mr. Long:

On April 15, 2008, a Complaint Survey was conducted at Treasure Valley Hospital. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00003439

Allegation: The hospital relies on 9-1-1 as a substitute for the hospital's own ability to provide emergency services.

Findings:

An unannounced visit was made to the hospital on 4/14/08. Administration and nursing staff were interviewed. There were no records of patients who walked into the facility seeking emergency care over the course of the last twelve months. Nineteen medical records were reviewed. These were records of inpatients who had medical emergencies during the course of their stay. The organizational chart and medical staff by-laws were reviewed. The Surgical Procedure Log and Emergency Transport Log for the past twelve months were reviewed. Personnel files were reviewed as well as Nursing Competency Levels. Policies reviewed included Emergency Transfer, Emergency Medical Treatment and Peer Review Process. Staff scheduling was inspected as well as Medical Executive Committee meeting minutes.

It was determined that the hospital had a process in place to address emergency situations involving inpatients. Staff members were familiar with this process. Further, the hospital had a process in place to evaluate, stabilize and transport patients who came to the facility seeking emergency care.

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Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the complaints were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,

TRISH O'HARA

Health Facility Surveyor Non-Long Term Care SYLVIA CRESWELL

Co-Supervisor

Non-Long Term Care

TO/mlw